

Frequently asked questions about transitioning to OptumRx

OptumRx will manage your Gates Corporation pharmacy benefit.

Before plan moves

November 4, 2019

Online: [optumrx.com](https://www.optumrx.com)

Phone: **1-844-720-0029**

General questions

Who is OptumRx?

OptumRx will be your plan's pharmacy care services manager. Our commitment is to help you get the most out of your prescription medication benefit. We provide safe, easy and cost-effective ways for you to get the medication you need.

With OptumRx, can I continue to go to the same pharmacy?

You will have access to OptumRx® home delivery and a large network of retail pharmacies, including large national chains and many local pharmacies. After your plan moves, you will be able to go online or call us to help find a network pharmacy.

Will I receive a new pharmacy ID card?

Yes, you'll receive a new member ID card and welcome materials a few weeks before your plan starts.

How will I fill my prescriptions at a retail pharmacy?

On or after your effective date, choose a pharmacy in your plan's network and show your member ID card at the pharmacy counter.

Will the medication I'm currently taking be covered with OptumRx?

To learn if your medication is covered, check your plan's formulary (list of covered medications) online on or after your effective date. You can also find out if you need to do anything before filling your next prescription.



After your plan moves to OptumRx

What could my medication cost or coverage change?

Your cost or coverage could change for several reasons including:

- Medications could move to a different tier
- Medications may no longer be covered
- You may be required to get a prior authorization (pre-approval for benefit coverage)
- You may be required to try other medications first (step therapy)
- Medications may only be covered in certain quantities or in a specified time period

What information does the formulary include?

The formulary is a list of commonly prescribed medications covered by your plan. It also:

- Identifies medications for certain conditions and organizes them into cost levels called tiers
- Lets you know if any medications require prior authorization or step therapy, which may affect how they are covered
- Includes additional information about (medications that may have quantity/supply limits or be considered specialty

To learn if your medication is covered after your plan moves to OptumRx, check your formulary on the app or online. You can also find out if you need to do anything before filling your prescriptions.

Home delivery

How does OptumRx home delivery work?

- Home delivery lets you order up to a 90-day supply of medications you take regularly.
- You can submit your order online, through the app, by phone, or mail.
- OptumRx fills your order, ships it to you, and lets you know when to expect your delivery.

What are the advantages of using OptumRx home delivery?

OptumRx home delivery is a convenient, cost-effective and safe option for medications you take regularly.

- Medications will be delivered directly to your door, which means fewer trips to the pharmacy.
- You will receive up to a 90-day supply, which may save you money on copays
- Pharmacists will be available by phone 24 hours a day, 7 days a week to answer questions.
- You can set up automatic reminders to help you remember when to take your medication and refill your prescriptions.
- Enroll in our Hassle-Free FillSM program and we'll automatically refill and deliver your eligible maintenance medications to you

Will my current home delivery prescription(s) transfer to OptumRx?

Most home delivery prescriptions with remaining refills will automatically transfer. However, prescriptions for certain medications will not transfer. Examples include controlled substances and prescriptions that have expired. In these cases, you'll need a new prescription from your doctor.

After your plan moves to OptumRx

Will my billing information also transfer to OptumRx?

To keep personal information safe, payment information cannot be shared between pharmacies. Before we can ship your first home delivery order, please have your credit card or other preferred payment method available.

How will I order my prescriptions from OptumRx home delivery?

Once your coverage begins, there are four ways to place a home delivery order:



By e-prescribe. Your doctor can send an electronic prescription to OptumRx



Go online. Visit the website on your member ID card



By mobile app. Open the OptumRx app, which you can download from the Apple® App Store® or Google Play™



By phone. Call the toll-free number on your member ID card

Once I place a home delivery order, how quickly will I get my medication?

New and refill prescription orders will arrive within four to seven days from the date OptumRx receives the completed order.

I currently use home delivery. What can I do to prepare for the transition to OptumRx?

Make sure you have enough medication to last for one month after your plan moves to OptumRx.

Will I be able to manage my home delivery prescriptions online?

Yes. After your plan moves to OptumRx, you will be able to access your prescription and home delivery information online or through the mobile app. You will also be able to check order status, place prescription orders and set up convenient automatic refills through our Hassle-Free Fill program.

Specialty pharmacy

What are specialty medications?

Specialty medications treat chronic conditions such as cancer, multiple sclerosis and rheumatoid arthritis. It can be an injectable, oral or inhaled medication with one or more of the following characteristics:

- May require ongoing clinical oversight and additional education for best management
- Have unique storage or shipping requirements
- May not be available at retail pharmacies

Why is help from a health care professional necessary when taking specialty medication?

When following a specialty medication treatment plan, assistance by a health care professional may be required to make sure the medication you're taking is:

- Working effectively
- The appropriate dose for your condition
- Doesn't cause harmful side effects

Where can I fill my specialty prescription?

You can fill your prescription at Optum® Specialty Pharmacy. Our patient care coordinators and pharmacists are trained to understand your special therapy needs.

Why use our specialty pharmacy?

With Optum, you:

- Don't have to worry about filling specialty prescriptions at any other location, such as a retail pharmacy or your doctor's office
- Can talk with experienced pharmacists and nurses who can provide information about your medication
- Receive customer service support from specialty experts to answer any questions you may have

How is my specialty medication shipped?

We ship your medication wherever you need it — in safe, temperature-controlled and tested packaging — at no cost to you for standard shipping.

* This update does not apply to providers in Alaska, Guam, Puerto Rico or the U.S. Virgin Islands.

Will my specialty medication automatically transfer to Optum?

No, your specialty medication will not automatically move. We will help you transfer your medication(s) after your coverage starts. In January 2020, you can:

- Call a specialty representative at **1-855-427-4682**.
- Register online at **specialty.optumrx.com**. We will contact your doctor and take care of everything else.

Questions? After coverage starts:



Visit **optumrx.com**



or call us toll free at
1-844-720-0029, TTY 711,
24 hours a day, 7 days a week



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